

CITY OF HUNTINGTON BEACH
CLASS SPECIFICATION



TITLE: SENIOR INFORMATION TECHNOLOGY MANAGER

PERSONNEL COMMISSION APPROVAL: COUNCIL APPROVAL:	JUNE 16, 2021 (Pending) NOVEMBER 2, 2020
JOB CODE: EMPLOYMENT STATUS: UNIT REPRESENTATION: FLSA STATUS: EEOC CODE:	0627 REGULAR FULL-TIME MEO EXEMPT OFFICIALS & ADMINISTRATORS

JOB SUMMARY

Under general direction, responsible for directing, planning, organizing, and managing information technology systems and telecommunications in the Information Services Division of the Administrative Services Department.

SUPERVISION RECEIVED AND EXERCISED

Reports to: Director / Deputy Director of Administrative Services
Supervises: Professional, management and technical staff

DISTINGUISHING CHARACTERISTICS

Differs from Deputy Director of Administrative Services in that the Senior Information Technology Manager manages the work of the Information Services Division, including enterprise information technology network, infrastructure, data, voice, customer service (including technical support and help desk operations), enterprise information technology business systems, and public safety systems, while the Deputy Director of Administrative Services is responsible for the overall management and coordination of the Information Services and Human Resources Divisions, and the short and long-term strategic planning for technology functions for the City.

Differs from Information Technology Manager in that the Senior Information Technology Manager exercises full supervisory and managerial authority over all Information Services Division operations, while the Information Technology Manager exercises supervisory and managerial authority over specified sections, teams, or programs.

EXAMPLES OF ESSENTIAL DUTIES:

- Manages assigned operations of the Information Services Division, including leading the development and implementation of strategic goals, policies, and priorities for the Division as a whole.

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- Assists the Director/Deputy Director in determining organizational structure, staffing needs, and work strategies to meet the short and long-term needs of the City.
- Develops operational and/or functional standards, practices, policies, and procedures affecting the operation of Information Services, including the development and implementation of a City technology plan.
- Through subsidiary managers and supervisors, exercises oversight and general management of the information technology infrastructure of the City; selects, manages, evaluates, and coaches Information Technology Managers.
- Supervises the work of professional, management, technical and/or other employees directly or through subordinate supervisors to ensure adequate resources to perform their duties; ensures that assigned operations and activities comply with organization goals and objectives.
- Works with executive management on Citywide initiatives and prepares technical and non-technical data and information for presentations to stakeholders, including the Executive Team, City Council, County-wide agency leaders, and other officials regarding technology initiatives, strategies, policies, and procedures.
- Reviews and evaluates feasibility of major projects and initiatives; works with managers and technical staff to plan for implementation of new systems; participates in the study of new technology to determine its utility, consistency with technology standards, relevance for meeting City business and operational requirements and expected return on investment.
- Directs and coordinates the planning, development, implementation, and administration of a variety of projects to enhance and/or upgrade information technology systems, including interdepartmental and enterprise projects.
- Develops and implements network and server related infrastructure, including security guidelines, policies, and solutions; designs and implements enterprise storage and processing solutions; responsible for broadband and connectivity citywide; works closely with telecommunication vendors and internet service providers to develop and implement network connectivity solutions.
- Develops and administers annual budget; approves and tracks expenditures; reviews, approves and researches costs for new hardware, software, and other items; reviews, approves and prepares cost/benefit analyses, reports, and recommendations.
- Assumes responsibility for procurement of services and goods required; develops specifications for requests for proposal pertaining to external services; reviews submissions and provides recommendations on vendor selection.
- Meets and consults with customers and vendors regarding service delivery needs; oversees and participates in the design, development, delivery and/or implementation of IT products to meet those needs.
- Designs, directs, and oversees Division quality assurance activities.
- Prepares reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.

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- Attends leadership, management, supervisory, and information technology training to stay abreast of industry best practices.
- Develops processes to ensure business continuity in the event of a disaster.
- Reports to work as scheduled; works a variety of schedules including evenings, weekends, and holidays as required.
- Performs other related duties as assigned.

The preceding duties have been provided as examples of the essential types of work performed by positions within this job classification. The City, at its discretion, may add, modify, change or rescind work assignments as needed.

MINIMUM QUALIFICATIONS

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Knowledge of:

- Hardware and software systems on client-server platforms and insight on current trends in information technology.
- Knowledge of municipal operations is helpful, but not required.
- Theories, principles, and practices of local and wide area networks (LAN/WAN), physical/logical networks, Wi-Fi networks, Fiber Channel (FC) networks, and mobile broadband.
- Data security, next-generation firewalls, cryptography, and security information and event management (SIEM).
- Storage area network (SAN).
- Voice over IP (VoIP) phone systems.
- Advanced operational characteristics of e-mail and communication systems, equipment, and devices.
- Data center systems including servers, uninterruptable power supplies, backup, disaster recovery, and monitoring systems.
- Remote and teleworker management.
- Computer hardware and software systems similar to those being used by the City, including business applications, operating systems, and network systems.
- Principles and practices of effective management, supervision and leadership.
- Principles and practices of public administration, including budgeting, staff development, customer service and human resource management.
- Principles, practices and techniques of advanced project management, including organizing and managing a project, developing schedules, identifying critical paths, breaking down a project into individual tasks, and delegating assignments to project staff.

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- Advanced principles, methods and techniques used in designing, developing, testing and implementing information technology applications, systems, and networks.
- Advanced operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information technology program.
- Advanced methods and techniques of evaluating business need requirements to provide technology solutions.
- Advanced principles and practices of information technology documentation and record keeping.
- Methods and techniques of developing and presenting technical documentation and training materials.
- Database concepts.
- Principles and practices of customer service.
- Modern office procedures, methods and equipment.

Ability to:

- Oversee the development and maintenance of the City's information technology systems.
- Plan, organize, and manage the work of the Information Services Division, including supervising and leading information technology staff responsible for applications, systems, and networks.
- Develop and implement policy.
- Develop and maintain comprehensive procedures manuals and documentation.
- Develop and administer budgets.
- Coordinate and administer a variety of information technology projects concurrently.
- Gather and evaluate information in order to reason logically, draw valid conclusions, take appropriate actions and/or make appropriate recommendations.
- Communicate technical information to a wide variety of users.
- Interpret and apply complex and technical information pertaining to computer and network systems.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively, both verbally and in writing.
- Establish and maintain effective working relationships with those encountered during the course of the work.

Education: Bachelor's degree from an accredited college or university in computer science, information technology, or other directly related field. Master's degree desirable.

Experience: Seven (7) years' experience in a complex information technology systems environment, including at least three (3) years' experience supervising technical and professional information technology staff. Knowledge of municipal operations is desirable.

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License/Certificates: Possession of a valid class "C" California driver license with an acceptable driving record required time of appointment.

Certification in information technology or a related area from a governmental agency, recognized professional organization, or other certifying body is desirable.

SPECIAL CONDITIONS

Must be able to respond to emergency services call out.

Must pass a background investigation.

Employees regularly assigned/required to drive a city or personal vehicle in the course and scope of work shall be required to participate in the DMV Employer Pull Notice program.

Public Employee Disaster Service Worker: In accordance with Government Code Section 3100, all Huntington Beach city employees are required to perform assigned disaster service worker duties in the event of an emergency or a disaster.

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS

Incumbents must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Work is performed indoors. The incumbent sits for prolonged periods of time; standing and walking to retrieve work files or to other departments or office locations; leaning, bending and stooping to perform work behind a desk or to retrieve information; pushing, turning or twisting to move chair or body from desk; reaching to place or retrieve files or open file drawers or cabinets; light grasping to hold a writing instrument or documents; firm grasping as needed to lift and carry work files or operate office equipment; finger dexterity to type on a computer keyboard; and, hearing and speaking to answer the telephone or answer questions of co-workers and subordinates. Work is performed in a general office environment.

Reasonable accommodation(s) for an individual with a qualified disability will be considered on a case-by-case basis.